




Residential Program Manager Job Description

Job Title: Residential Program Manager (RPM)
Department: Program Services
Reports To: Residential Program Coordinator (RPC)
Job Location: Program Services Department
Work Schedule: Full Time, 36 Hour Week
Exemption Status: Non-Exempt
Prepared By: Human Resources
Latest Revision Date: 6/6/2017
Approved By: 
Approved Date: 6/7/17

Position Summary:

The Residential Program Manager (RPM) is responsible for the implementation of person-centered programs and services for people supported in Personal Care Alternative (PCA) Residential Services in a way that enhances the quality of life for adults with intellectual and developmental disabilities (I/DD).

Essential Job Responsibilities:

Implement programs/services for current and new people supported

- Complete annual and as needed assessments for people receiving residential services in a PCA
- Develop and implement Individual Service Plans (ISPs) and other programs for all people receiving residential services in a PCA
- Complete and submit on-site monitoring paperwork to the Residential Program Coordinator (RPC) for PCA locations
- Provide written follow-up to deficiencies cited in monitoring completed by the RPC
- Coordinate with Program Services Technician (PST) to maintain schedules for PCA locations assuring that appropriate supervision is provided and best matching is considered; when staffing is not secured then also covering shifts as needed
- Ensure weekly PCA schedules are available to person carrying the emergency cell phone
- Provide support and documentation to the PST for information related to Personal Needs, Cash-on-hand and Individual Money Accounts
- Provide back-up support to the Host Home Provider Manager
- Carry the emergency cell phone for one-week on a six-week rotation

Assure health/safety and welfare of people supported in Program Services Department

- Assure all required medical appointments occur for people supported in PCAs, including but not limited to: annual physical, dental, vision, labs, Psychiatrist, Neurologist, OT/PT and adaptive equipment evaluations
- Review Medication Administration Records for accuracy and errors
- Follow-up with recommendations made by medical professionals in a timely manner
- Communicate regularly with Nurse and RPC about medical/health and medication issues and concerns
- Assure Residential Mentors (RM) and Direct Care Professionals (DCPs) are properly trained on supervision level, therapy programs, behavior programs and medical protocols

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Essential Job Responsibilities, cont.:

Supervise RMs and DCPs to assure completion of assigned duties

- Conduct interviewing, hiring, training, coaching, evaluating and other disciplinary action as needed, with assistance from the Coordinators
- Review/monitor timesheets of RMs and DCPs to assure accuracy and limit overtime
- Communicate regularly with HR Director and RPC regarding personnel issues including but not limited to: work-related injuries, coaching/warning action and consideration of employment termination

Develop and maintain positive relationships with people supported, families/guardians, co-workers and community members/organizations

- Utilize open and honest communication with all Interdisciplinary Team members
- Document communication with people supported, families/guardians, co-workers and community members/organizations thoroughly
- Speak immediately with a Coordinator or the Program Services Director (PSD) about negative interactions or possible complaints from people supported, family/guardian, co-worker or community member/organization
- Develop and maintain professional and respectful relationships and interactions with co-workers
- Honor and practice Envision's "Credo of Supervision" and "Guiding Principles for a Culture of Trust and Respect"

Promote and Support Person Centered Principles and Practices

Other Duties as Assigned

Education and Work Experience Qualifications:

This position requires a Bachelor's Degree in a human service field, or at least three years experience working with persons with intellectual and developmental disabilities or a combination of education and experience appropriate to the requirements of the position. Demonstrated leadership qualities required, supervisory experience preferred. Experience in adult residential or day program service programs for people with intellectual and developmental disabilities is required.

Required Skills:

Ability to establish and maintain rapport with individuals, families, teams and providers. Ability to facilitate meetings to accomplish consensus building, negotiation, arbitration, conflict resolution, and crisis intervention. Strong management skills with ability to organize and complete documentation on the computer for expedient service delivery. Effective verbal and written communication skills. Accounting skills necessary to monitor the allocation of program resources and utilization of those resources. Ability to effectively navigate and utilize systems currently available for Weld County eligible families. Effective public speaking techniques. Ability to effectively communicate verbally and in writing. Knowledge of and experience with using computers, internet (including data tracking systems) and Microsoft Office including Outlook, Word and Excel.

Certifications, Licenses, Registrations:

Must have a motor vehicle, provide proof of automobile insurance, have a valid Colorado Driver's license and acceptable driving record. An unacceptable driving record is a record with at least 3 occurrences of any combination of accidents (regardless of fault) or moving violations during the past three years and/or a record with 1 serious violation in the last three years or 3 or more serious violations committed prior to the past 3 years, but not more than 8 years ago.



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Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is

occasionally required to walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and distance vision, peripheral vision, depth perception, and the ability to adjust focus.

While performing the duties of this job, the RPM will have occasion to be working with persons with intellectual and developmental disabilities. On these occasions, the employee is required to sit; use hands to finger, handle, feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is required to taste or smell, talk, or hear, stand, walk, stoop, kneel, crouch, crawl, push or pull a wheelchair into / on to a loading ramp of a van and push into a building, assist people with mobility (walker, gait belt, walking and standing up). The employee could lift/transfer up to 50 lbs (for example transferring a person from a wheel chair to a toilet) and occasionally lift up to 100lbs with assistance. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate and continuous sensitivity of co-workers in close proximity is required.

The employee must be able to complete their work satisfactorily in an environment where there are significant distractions, including but not limited to staff, people supported, and families walking through and conversing in the area, telephones ringing and conversations carrying over from cubicles, interruptions to answer the telephone or to answer questions from others.

While performing the duties of this job, the RPM will have occasion to be in the community and in homes for persons with intellectual and developmental disabilities. On these occasions, the RPM may be exposed to moving mechanical parts, precarious places, outside weather conditions, fumes or airborne particles. The noise level in the work environment is usually moderate and occasionally loud.

Employee Acknowledgement:

I have received and understand the essential duties and other requirements of my position as stated in the above job description. I am able to perform the essential duties with or without reasonable accommodations. I understand employment is at will.

Print Name

Signature

Date